

Town of



AMHERST *Massachusetts*

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Please Post

Administrative Assistant

The Amherst Police Department is seeking an individual to perform a full range of complex, secretarial and administrative support duties. Duties are varied and often require considerable knowledge of municipal operations, policies and procedures. Associates degree with specialized coursework in office practices with emphasis on computer skills plus 2 years of increasingly responsible experience required. Must have excellent communication and interpersonal skills; the ability to complete complex non-procedural tasks by understanding purposes and objectives; and ability to handle sensitive and highly confidential information is essential. Previous municipal office experience desired. Starting salary range is \$1,016.92 - \$1,112.62 plus benefits. Apply by **April 8, 2005** to Human Resources, Town Hall, 4 Boltwood Avenue, Amherst, MA 01002. Application available at www.town.amherst.ma.us/HR Amherst is an EEO/AA employer and encourages women and minorities to apply.

POSITION DESCRIPTION

Non Union Level F
Police Department
Administrative Assistant

Job Summary

Serves as Administrative Assistant to the Chief of Police and assists the Captain of Operations, Captain of Administration and Detective Bureau, performing the full range of complex and confidential administrative and secretarial support duties for the department.

Supervision Received

Works under the general supervision of the Chief of Police who outlines policy and evaluates performance. Performs duties independently on own initiative, exercises considerable judgment and discretion based on substantive knowledge of office operations in providing information, making decisions and determining appropriate course of action.

Supervision Exercised

The employee is responsible for his/her own work and may from time to time be called upon to direct lower level, part time or new employees. On behalf of Chief and/or Captains may direct administrative staff members to perform specific tasks or attend meetings.

Major Duties

1. Provides administrative support to Chief, Captains and Detective Bureau; acts as receptionist for administrative area of department, receiving and screening a multitude of phone calls and visitors. Schedules appointments and coordinates meetings; maintains calendars keeping others apprised of meetings and commitments. Schedules use of conference and meeting rooms. Assists with the scheduling and assignment of departmental training
2. Composes and types a variety of correspondence, memoranda, press releases, departmental forms, and reports of a complex and frequently confidential nature; assures that spelling, grammar and punctuation are correct. Frequently takes and transcribes dictation.
3. Receives and answers inquiries and requests for information from the general public or other departments. Researches files and records for data; answers inquiry and resolves problems from substantial knowledge of operations. Composes answers to mail inquiries, applying knowledge of department policies, procedures, rules and regulations.
4. Utilizing a high capability of records development and management, maintains office records and reports; searches for, collects and compiles statistical data. Establishes office procedures. Opens, screens and distributes correspondence; responds to inquiries which can be answered without consulting supervisor.
5. In the absence of Records Personnel prepares and reviews departmental payrolls for completeness, accuracy of computation and conformity. Receives, reviews and prepares departmental bills and Bill Schedules to insure completeness and conformity with established procedures.
6. Assists in the recruitment and hiring process of employees. Ensures the completion of related forms and procedures; prepares personnel action and related documents; and maintains confidential departmental personnel files.

7. Assists Chief with budget preparation, and maintains current budget balances throughout the year. Working with Accounting staff and purchasing regulations, orders supplies, obtaining quotes, bids or proposals as appropriate to purchase of goods and services.
8. Processes and/or assists in the processing of various licenses and permits.
9. Performs other duties as assigned by the Chief of Police.

Desired Minimum Qualifications

Associates degree with specialized course work in clerical support functions with emphasis on computer skills including word processing data management and two (2) years of increasingly responsible related experience required. Or any combination of experience and education demonstrating ability to perform complex, highly confidential administrative and secretarial duties may be substituted for the degree requirement.

Thorough knowledge and ability to perform complex secretarial duties; excellent communication, organizational and research skills; and thorough knowledge of town procedures and operations required. Must possess a substantive knowledge of a body of rules, procedures and operations necessary to perform non-standard, procedural assignments and resolve issues where a thorough understanding of the objectives and purposes of the task are necessary. Ability to work with minimal supervision is needed. Skill in operating listed tools and equipment. Must have excellent communication and interpersonal skills, and maintain a high level of public contact, including the ability to handle sensitive and or highly confidential issues. Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; and ability to handle stressful situations are essential.

Special Requirements

Must be able to successfully complete a background investigation including clearance for access to criminal records.

Tools and Equipment Used

Personal computer systems including word processing, database, spreadsheet and desktop publishing software, copy, postage and fax machines, and calculator.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Selection Guidelines

Formal application, rating of education and experience; oral interview, background and reference checks; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.